Job Title: Operations Manager

Organisation: The Portland Inn Project
Location: Stoke-on-Trent, UK
Contract Type: 0.8 FTE
Salary: £34k

Deadline for applications : **EXTENDED** to Friday 23 October at 5pm
Interviews : TBC
Ideal Role start date : As soon as possible

About The Portland Inn Project:

The Portland Inn Project CIC is an arts and community led organisation making vital change towards collective justice. We are a creative arts project for a community in Stoke On Trent with an aim to achieve community cohesion, economic, social and cultural development by involving the community in development of a pioneering community space, cultural hub and social enterprise.
The Portland Inn Project is cited as an exemplar project of people-led change, in an underrepresented part of the city. Our work is about long-term sustainability, development of core and embedded skills for the future of the project and the community. We strive towards people led change and social and environmental justice for all.

The Portland Inn Project Building :

The Portland Inn Project's deeply embedded, progressive approach has helped us deliver a collaborative architectural plan and raise significant funding for a pioneering cultural space in the neighbourhood, the first of its kind in the city. Renovation began in October 2023. Once opened in 2026, it will enable us to scale up and diversify our offer to a city-wide audience.
The PIP building will be the first cultural centre of its kind in Stoke On Trent; A beacon of community-led development, as part of a high-quality programme of arts education and intervention. This unique building will serve as a centre for creativity, collaboration, and cultural exchange, prioritising families from the local neighbourhood.

This is a really exciting time for our organisation and community, and this role will be key to this next chapter as our organisation moves into our building during our tenth year.

Job Overview:
We are seeking an experienced and dynamic **Operations Manager** to join us and oversee the day-to-day running of The Portland Inn Project across the building and operations. This role will also support the directors to sustain the building and our organisation. The Operations Manager will play a crucial role in overseeing the efficient and smooth running of the venue and management of team. This includes designing and continuing to deliver relevant systems, processes and policies, which support the framework required for our ambitious organisation. You will provide key support in driving the overall strategic goals of the organisation. You will work closely with the leadership team, volunteers, and local partners to enhance our impact and maintain our commitment to excellence.

This role will have a 6 month probation period, with support and relevant training provided by directors, board members, as well as relevant external expertise.

The Portland Inn Project Operations Manager

Key Responsibilities:

1. Team Leadership & Organisational Support

- Lead and support a small team of staff and volunteers, providing guidance, training, and ensuring a positive, inclusive working environment, including direct line management of the creative programme manager and studio manager.
- Work closely with the director team to align operational activities with broader strategic goals.
- Oversee volunteer coordination for events, workshops, and day-to-day operations, ensuring they are well-supported and engaged.
- Oversee and coordinate day-to-day people and HR processes, supported by our external HR consultant, including annual leave, probation and development support, ensuring that processes are clear, consistently applied, and supported by accurate and up-to-date records and documentation.
- Facilitating regular meetings, including monthly team meetings and coordinating tours and visits with funders and partners.
- Being an active part of the team – supporting the team to deliver our mission of making vital change towards collective justice.

2. Systems, Processes & Organisational Development

- Develop, implement and maintain effective systems, processes and procedures that support the organisation's day-to-day operations.
- Ensure organisational records, registers, policies, procedures and operational documentation are appropriately maintained, accessible and up to date.

- Support staff to confidently use organisational systems, tools and processes.
- Regularly review operational systems and identify opportunities to improve efficiency, accessibility, communication and information management.
- Support the development and implementation of operational plans in line with The Portland Inn Project's strategic aims and values.

3. Building & Facilities Management

- Oversee the day-to-day management of the building and facilities, coordinating maintenance, repairs, cleaning, servicing and other facilities requirements to support a safe, accessible and welcoming environment.
- Coordinate repairs, cleaning, and any other required services, ensuring minimal disruption to programme and activities.
- Coordinate relationships with external providers, advisers and brokers across areas including energy, insurance, health and safety, HR and GDPR, ensuring services and contracts are regularly reviewed, up to date, appropriate to the organisation's needs and provide good value for money.
- Coordinate the response to facility-related issues and emergencies, ensuring appropriate procedures and contacts are in place.
- Manage bookings and rentals of spaces, including the workshop space, kitchen hire, social space, residency rooms (in and outside of residency opportunities, where it will be on the local digs list and/or short-term rental residency flats) and keyholder flat.
- Support the development of operational plans, helping to identify and implement improvements to operational efficiency and effectiveness.
- With our Programme Manager, liaise with artists, facilitators, and volunteers to ensure smooth execution of programming in cooperation with the programme manager.
- Coordinate logistics for events, exhibitions, workshops, and other community activities hosted at The Portland Inn Project in cooperation with the Programme Manager.
- Support the translation of our approach to environmentally conscious procurement and sustainable practices into processes and practices visible within the day to day operation of our building and programme.

3. Health & Safety, Compliance, and Risk Management

- Coordinate the organisation's health and safety arrangements, working with Directors, outsourcing consultants, advisers and relevant contractors to ensure that appropriate systems, risk assessments, inspections, training and records are in place and maintained.
- Support the implementation, review and ongoing improvement of operational policies and procedures relating to health and safety, safeguarding, GDPR, insurance, risk management and other areas of organisational compliance.

4. Data, Reporting & Evaluation

- Collect and analyse data to assess the effectiveness of programmes, operations, and audience engagement.
- Collect and analyse building and programme performance data, in order to locate and implement environmental and economic sustainability measures.
- Produce regular reports on operational activities, including financial performance, attendance, and community engagement metrics.
- Support our work to report to relevant funders and partners.

5. Finance

- Work alongside the Directors and Finance Lead to support effective financial management, including budgeting, forecasting, monitoring expenditure, cash flow and operational costs.
- Provide accurate operational and financial information to support organisational decision-making, funding applications, reporting and planning.

6. Fundraising

- Contribute to fundraising and grant applications alongside the Directors, including identifying relevant local and national funding opportunities and providing operational information and evidence to support applications and reports.

7. Community Relationships & Partnerships

- Build and maintain positive relationships with local residents, community groups, artists, partners, suppliers and other stakeholders, supporting effective communication and collaboration.
- Represent The Portland Inn Project professionally and positively within the local area and across the city, helping strengthen relationships and encourage participation.
- Develop partnerships with other cultural, educational, and community organisations to enrich and maximise the impact of the programme.

Essential Skills & Experience

- Proven experience in operations management, preferably within an arts, cultural or community-based organisation
- Excellent systems design and implementation tailored to the needs of an ambitious community-led arts organisation
- Strong digital skills and confidence using Microsoft 365, including SharePoint, Teams, Outlook, Forms and other relevant tools, with the ability to develop and maintain effective systems and processes that support organisational operations.
- Strong organisational and multitasking skills with an ability to manage a wide range of tasks and priorities
- Excellent communication and interpersonal skills, with the ability to engage effectively with a diverse range of stakeholders, including staff, artists, community members, and partners
- Strong knowledge of building management, health and safety regulations, and risk management practices

- A proactive, solution-oriented mindset with a hands-on approach to problem-solving with a can-do approach to challenges and teamwork
- Commitment to community action and the arts, with a passion for community empowerment
- Experience in managing or coordinating a team, with an emphasis on inclusivity and collaboration
- Ability to work flexibly and adapt to changing circumstances in community contexts, as part of an ambitious and responsive organisation

Desirable Skills & Experience

• Knowledge of the local cultural landscape in Stoke-on-Trent
• Familiarity with arts programming and event management
• Experience with social media and digital tools to promote events and engage with the community
• Proven experience in writing medium to large scale grants and funding applications
• Excellent financial literacy and experience managing budgets and resources

Professional Development

The Portland Inn Project recognises that the Operations Manager role encompasses a broad range of responsibilities and that the successful candidate may not have experience in every area. We are committed to supporting the postholder to develop their knowledge and skills through appropriate training, guidance and professional development.

As part of the role, we will work with the postholder to identify areas where additional knowledge, skills or experience would be beneficial and provide appropriate support and training to enable them to develop confidently within the role.

APPLY :
Please send a Cover letter and CV (please include your home address) in ONE PDF to rebecca@theportlandinnproject.com and title the email OPERATIONS MANAGER
Our temporary office is only accessible via a staircase. If you require access assistance, please let us know. Our future building will be fully accessible.

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